



BROOKS FIBER COMMUNICATIONS OF MICHIGAN, INC.

AMERITECH INCIDENT REPORT

Order Identification	
Customer Name:	[REDACTED] Order # [REDACTED]
Telephone #:	[REDACTED]
Customer Address:	[REDACTED]

Brief Description of Problem:
[REDACTED]
1/13/97 [REDACTED] (Brooks Tech) went to site and the cable pairs for the TXNU's appear to be open and he's unable to get dial tone. Trouble referred to John at Ameritech/NECC--will call us back with TKT#. Per Tim (Ameritech/NECC) cable pairs have continuity to D-mark so he's closing trouble ticket.
On same day [REDACTED] were all conferenced to [REDACTED] at AMI/NECC because the pairs that were closed out on the trouble ticket were still not testing OK for Steve. We did have a problem with [REDACTED] at AMI/NECC not listening to what [REDACTED] was asking and he started arguing with them. He also told the man in toll he could hang up when [REDACTED] had asked that he still work on the problem with him. When [REDACTED] tried to communicate with John he started to argue with [REDACTED] had the same problem with John in the a.m. when he issued the original trouble ticket. I had relayed the info the tech, Steve, gave me exactly as it was given to me and they John wrote something different on the trouble ticket--trying to say I gave him the wrong info. I tried to explain that I gave him exactly what the tech said and he started arguing with me. I told him I did not have time to waste arguing with him and if he wanted to talk to [REDACTED] would get her. He just got quite and did not say one word. There has been a continual problem with John and it's believed that [REDACTED] referred the problem to Jerry Hiley (Ameritech).
1/14/97: There are two bad CFA's on order. A change was made and sent to Ameritech Unbundling. The corrections were relayed to John (Ameritech C.O.), Dennis (translations) and to Scott. The cut started at 5pm. Having a problem with the two lines that have CFA changes. The C.O. person working the cut didn't know of the changes. John did not relay the changes to the rover doing the cut. Cut finally completed at 7pm.



Order Identification	
Customer Name:	Order #
Telephone #:	
Customer Address:	

This order was provisioned wrong by Ameritech. It works in LITESPAN and the C.O. programmed it according to their order. Nobody in C.O. to reprogram the LITESPAN back to put the customer back on their "old stuff" until Ameritech corrects their order. Customer agreed to wait until things are fixed and cut on Monday but no switchman in C.O. to work order back.

So, we can't work it back but it's not working right the way it is! Mark/NECC is checking to see if a "rover" could program the LITESPAN.

Cut was to occur on 1/9/97 at 5pm—Ameritech notified on 1/7/97 via email. Do not know, at this time, what the status is of the order.

Order Date: 11/27/96

Inservice Date:

Reporter's Name:

Reporting Dept:



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Order Identification	
Customer Name:	[REDACTED]
Telephone #:	[REDACTED]
Customer Address:	[REDACTED]

Brief Description of Problem:

On this order new loops were ordered in advance (and not done) at the "T" address. Ameritech technician didn't want to do the loops with no dial tone--that shouldn't have been a problem because C.O. could've put tone on new pairs to test at D-mark. Customer was given a 6pm cut time from Ameritech.

Because there was only one (1) "rover" working on other orders this didn't get started until 8:30pm. Then, the Ameritech tech. had tagged the D-mark with the #'s consecutively instead of as they came in on the cable pairs. By the time we figured out what had happened we wasted a lot of time!

The cut finished at 10pm.

Order Date: 11/21/96

Inservice Date: 12/13/96

Reporter's Name: [REDACTED]

Reporting Dept: [REDACTED]



Brief Description of Problem:	
<p>[REDACTED]</p> <p>Ameritech started to cut this customer at 3:30pm instead of the 5pm scheduled time. End result – the customer could not make any outgoing calls for about an hour until everyone figured out wat was going on. Overall, the cut did go okay but the customer is left with the impression that we did not have everything coordinated properly.</p>	
Order Date:	Inservice Date:
Reporter's Name:	Reporting Dept:



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AMERITECH INCIDENT REPORT

Order Identification	
Customer Name:	[REDACTED] Order # [REDACTED]
Telephone #:	[REDACTED]
Customer Address:	[REDACTED]
Brief Description of Problem:	
[REDACTED]	
This is a Centrex order for 26 lines at four locations. Customer wants all to be cutover at the same time.	
Ameritech sent FOCs for three locations on 11/1/96 and the other on 11/4/96. Sent porting info to Ameritech on 11/6. On 11/7 Ameritech called to say we didn't address one of the numbers when actually we did.	
After a couple of changes in the due dates the cut was scheduled to occur on 11/27/96 at 9am. Ameritech was sent notification in early afternoon on 11/19. On 11/20 at 4pm Ramone from Ameritech called to say he'd completed the cut for one of the locations—THIS WAS NOT SUPPOSED TO OCCUR YET. Pat (Brooks) notified Neil (Ameritech) the day before about the change in due date. The customer called on 11/21 saying they were quite upset about the business they are losing due to no service. Brooks Dispatch notified Ameritech of situation and Ameritech reversed work so customers lines we operational again.	
On 11/26 1pm the order was verified with Ameritech as to the next day's scheduled cut. On 11/27, the day of the cut, no dial tone was found at the D-mark—card checked. Ramone at Ameritech didn't work disconnect at 9am as scheduled, however CO worked their portion. At 11:40 Ramone was having difficulty completing translations due to traffic on lines. One of the other locations was cutting from ISLC and wasn't complete yet	
On 12/3 all lines were working except for one in Holland. Brooks corrected the CFA problem and at 2:15pm lines were tested OK.	
Order Date: 10/23/96	Inservice Date: 12/3/96
Reporter's Name: [REDACTED]	Reporting Dept: [REDACTED]



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AMERITECH INCIDENT REPORT

Order Identification	
Customer Name:	[REDACTED] Order # [REDACTED]
Telephone #:	[REDACTED]
Customer Address:	[REDACTED]

Brief Description of Problem:
[REDACTED]
This customer has 38 lines to cutover to one Centrex group. It was established that loops would be reused. The due date was originally scheduled for 11/25/96 so that to even out the cutover schedule. Ameritech sent over FOC's on 11/20. On 11/20 the customer called and wanted the cut to occur on 11/26 at 10am. Ameritech, on 11/21 confirmed that the new date was OK and an email was sent to AMI as written confirmation. The vendor was notified of the cutover but per Jane at Lucent they don't need to be there.
On 11/25/96, Ameritech called to say they were concerned that if this business had a lot of incoming traffic it could slow up the cut a great deal—they can't cut if the lines are busy. Everyone agreed to change the cutover time to 7:30am. The cut started at 7:30am but Ameritech had a problem in their switch releasing the disconnect orders so that they could start the porting. As of 10am, 11/26, the porting was done except for the first 10 lines at the main address. At 12noon Joe at AMI called to say that porting was complete.
The customer was not a "happy camper" about being without phone service for four (4) hours.
Order Date: 10/8/96 Inservice Date: 11/26/96 12noon
Reporter's Name: [REDACTED] Reporting Dept: [REDACTED]



Order Identification

Order #

Telephone #:

Customer Address:

Brief Description of Problem:

Ameritech was supposed to install the customer on 12/27/96. Constant procrastination on Ameritech's part still has the order for DID circuits still pending completion.

When Ameritech installs an order for DID circuits we give them the choice of using either metallic or pargain to bring the loops into the C.O. Ameritech chose metallic, only to discover that they should have used pargain. They then reassigned a due date of 1/8/97. On 1/7/97 we found out that it, once again, wasn't going to be completed. They stated that they had to re-engineer the order and that there was an ISLIC problem.

As of 1/10/97, the order has still not been completed.

Order Date: 10/14/96

Inservice Date: Pending

Reporter's Name:

Reporting Dept:



Order Identification	
Customer Name:	[REDACTED]
Telephone #:	[REDACTED]
Customer Address:	[REDACTED]
Brief Description of Problem:	
There were three new DID circuits to be added.	
One of the circuits was on a defective Brooks card and had to be replaced.	
The other two were going into PLO because Ameritech had them working on GST cards in pairgain which is incompatible with out 68 cards—they were provisioned wrong out of their [Ameritech's] ISLC.	
Order Date:	Inservice Date:
Reporter's Name:	Reporting Dept:



AMERITECH INCIDENT REPORT

Order Identification	
Customer Name:	[REDACTED] Order # [REDACTED]
Telephone #:	[REDACTED]
Customer Address:	[REDACTED]

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BROOKS FIBER COMMUNICATIONS OF MICHIGAN, INC.

AMERITECH INCIDENT REPORT

Order Identification	
Customer Name:	[REDACTED] Order # [REDACTED]
Telephone #:	[REDACTED]
Customer Address:	[REDACTED]

Brief Description of Problem:	
<p>Original due date 1/8/97. Not complete because Ameritech tech was called off on trouble per Nancy in unbundling. Order turned back again on 1/9/97 because report from dispatch to unbundling was 'need access to back yard'. I called customer contact. Dave Selzer said didn't understand--backyard is wide open and anyone can walk back there. Then Ameritech said 'no access'. On 1/10/97 was told order was in 'jeopardy' meaning it was turned back for no access. Actually, order wasn't released for dispatch on 1/10 a.m. Then was told wouldn't be done on 1/10 because of work load. Nancy in unbundling offered to escalate if necessary. I called customer who said Monday would be fine. Nancy will follow thru on this order asking tech to call here personally from site if there is a problem.</p>	
<p>On 1/13/97 Nancy says for reasons unknown to here and dispatch order was not done today. It is expected that the weather and AMI trouble is playing a big part in it. Remarks in order say cross-connection work is complete but due to 'got late and dark' they would run the drop on the 14th. Was on work schedule for the 14th. It was not done on 14th -- no reason given. I called Nancy again on 15th. She says will follow thru on order. It is rescheduled again today. She will keep in touch.</p>	
<p>Order was completed by Ameritech on 1/15/97.</p>	
Order Date: 1/8/97	Inservice Date: 1/15/97
Reporter's Name: [REDACTED]	Reporting Dept: [REDACTED]



Order Identification	
Customer Name:	[REDACTED] Order # [REDACTED]
Telephone #:	[REDACTED]
Customer Address:	[REDACTED]

The problem with this order was two (2) missed due dates. The first date we were given was 10/31/96--this was missed due to force and load. We were then told it would be completed on 11/1/96. This date was missed due to cable trouble. The order was finally completed on 11/4/96.

Order Date: 6/26/96

Inservice Date: 11/4/96



AMERITECH INCIDENT REPORT

Order Identification	
Customer Name:	Order #
Telephone #:	
Customer Address:	

Brief Description of Problem:	
<p>This is an account that Ameritech missed the due date. The first due date that we were given was 10/31/96. This date was missed due to heavy work load on that day. The second date we received was 11/4/96, which was also missed due to heavy work load.</p> <p>The account was finally finished on 11/5/96.</p>	
Order Date: 6/26/96	Inservice Date: 11/5/96
Reporter's Name: [REDACTED]	Reporting Dept: [REDACTED]



AMERITECH INCIDENT REPORT

Order Identification	
Customer Name:	[REDACTED] Order # [REDACTED]
Telephone #:	[REDACTED]
Customer Address:	[REDACTED]

[illegible]



AMERITECH INCIDENT REPORT

Order Identification	
Customer Name:	Order #
Telephone #:	
Customer Address:	

[illegible]

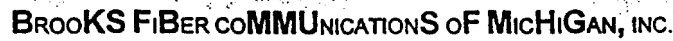


Order Identification	
Customer Name:	[REDACTED] Order # [REDACTED]
Telephone #:	[REDACTED]
Customer Address:	[REDACTED]

CUSTOMER CALLED AMI TO ADD CALL FORWARD/FIXED TO THE LAST LINE OF THEIR HUNT GROUP, WHICH IS CURRENTLY WITH AMI BUT AN ORDER IS PENDING TO SWITCH THESE LINES OVER TO BROOKS. THE AMI REPRESENTATIVE TOLD THE CUSTOMER THAT HIS REQUEST WAS NOT POSSIBLE BECAUSE OF THE TYPE OF SOFTWARE AMI USES. ALL THE CUSTOMER WANTED TO DO WAS SIMPLY HAVE THE LAST LINE OF THEIR HUNT GROUP TO CALL FORWARD TO ONE OF THEIR BROOKS NUMBERS THAT'S ALREADY UP & RUNNING ON BROOKS. THIS CUSTOMER SHOULD BE ABLE TO ADD CALL FORWARDING TO ANY NUMBER THEY CHOOSE. WE ADVISED THE CUSTOMER TO CALL AMI BACK AND ADD CALL FORWARD/VARIABLE TO THE LAST LINE SO THAT THEY COULD DO THE PROGRAMMING THEMSELVES.

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Inventory Note



Order Identification	
Customer Name:	[REDACTED] Order #:
Telephone #:	[REDACTED]
Customer Address:	[REDACTED]

The problem with this order was a missed due date by Ameritech. We were given the date of 11/21/96, the customer was not installed until 11/25/96. The reason given was that they had too heavy a work load to complete it on that day.

Inservice Date: 11/25/96

Reportina Dent



BROOKS FIBER COMMUNICATIONS OF MICHIGAN, INC.

AMERITECH INCIDENT REPORT

Order Identification	
Customer Name:	[REDACTED] Order # [REDACTED]
Telephone #:	[REDACTED]
Customer Address:	[REDACTED]

Brief Description of Problem:

The problem with this order was a missed due date by Ameritech. Actually, the due date was missed twice. The first confirmed due date was 1/2/97, this date was missed and changed to 1/7/97. The second date was also missed. The order was finally completed on 1/8/97

Order Date: 12/12/96

Inservice Date: 1/8/97

Reporter's Name: [REDACTED]

Reporting Dept: [REDACTED]



Order Identification

Order #

1990

1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 26

This order was confirmed for 1/2/97. It was missed on 1/2/97. It was pre-assigned for 1/3/97. It was missed again on 1/3/97, escalated, and preassigned for 1/4/97. It was finally completed on 1/6/97.

Inservice Date: 1/6/97

Rangetina Denti



AMERITECH INCIDENT REPORT

Order Identification

Customer Name:	[REDACTED]	Order #	[REDACTED]
Telephone #:	[REDACTED]		
Customer Address:	[REDACTED]		

[illegible]



AMERITECH INCIDENT REPORT

Customer Name: [REDACTED] Order # [REDACTED]
Telephone #: [REDACTED]
Customer Address: [REDACTED]

[illegible]



Order Identification	
Customer Name:	[REDACTED] Order # [REDACTED]
Telephone #:	[REDACTED]
Customer Address:	[REDACTED]

Original order went thru as East Wire Center. Daniah from Ameritech called to say that this order should be out of Empire. Order was then reprovisioned out of Empire. Order was supposed to cut on 1/3/97.

Cut never went. Called Ameritech to find out why. Ameritech said order was out of wrong wire center. It should be the East Wire Center, which the original order was. Order was reprovisioned back to East. Expedited order to Ameritech for 1/8/97 and also gave verbal CFA change to Carol at Ameritech of 1/3/97.

Inservice Date: 1/3/97

Reporting Dept:



Brief Description of Problem:	
Nick with Ameritech called on 1/10/97 with a problem of a busy CFA on this account which we were told was out of the East Wire Center. I corrected this and gave them a new CFA. I sent it back to Ameritech on that same day.	
The very same day in the afternoon I got a call on my voice mail that the address of this account is not in the East Wire Center but it should be in the Empire Wire Center. The address should have been checked for the correct wire center in the beginning to avoid these delays in the customer cut-over.	
Order Date:	Inservice Date:
Reporter's Name:	Reporting Dept:



AMERITECH INCIDENT REPORT

Order Identification	
Customer Name:	Order #
Telephone #:	
Customer Address:	

[illegible]